

Preparations

Installation

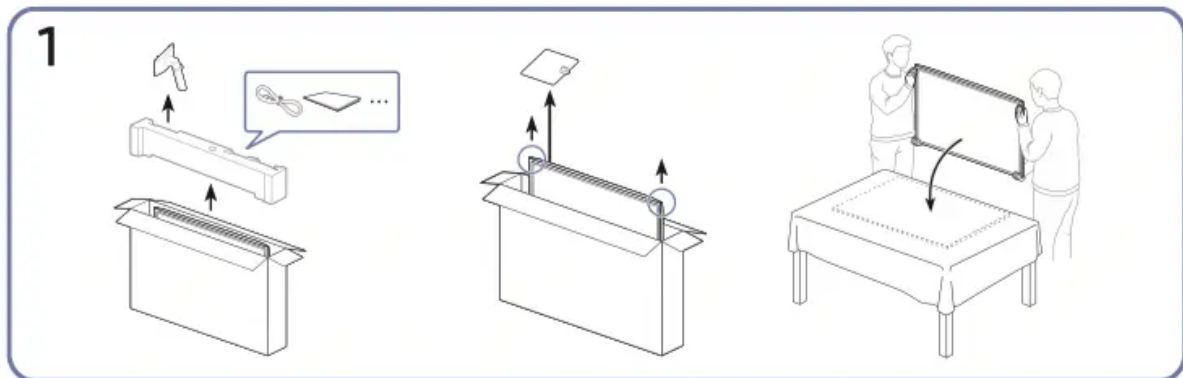
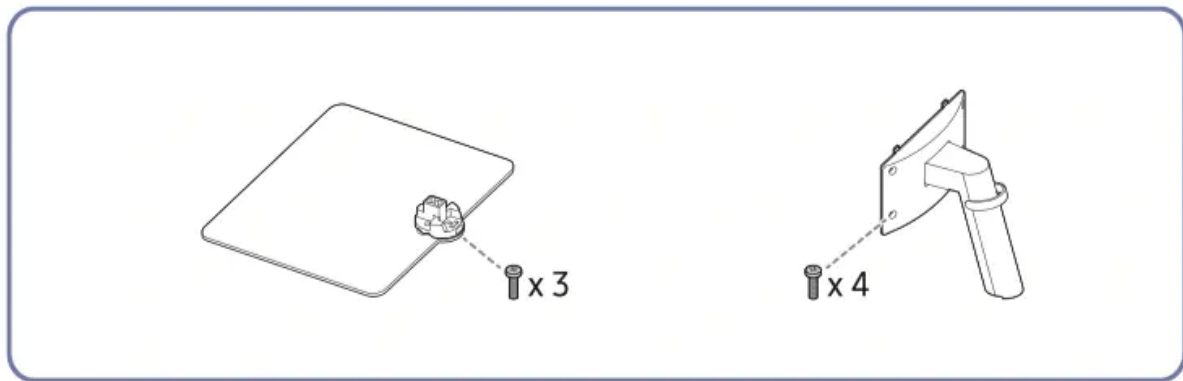
Attaching the Stand



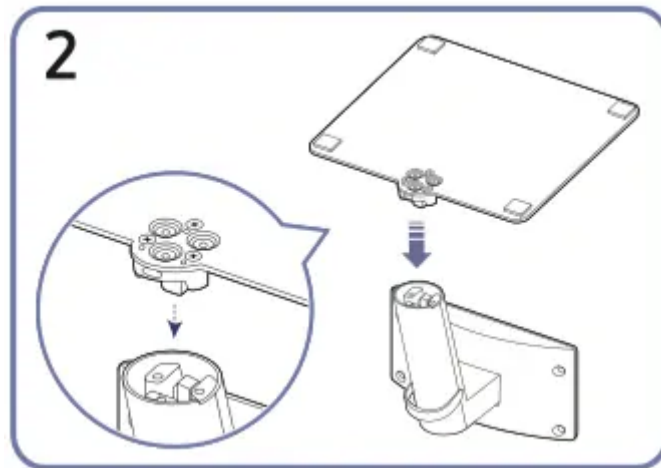
Before assembling the product, place the product down on a flat and stable surface so that the screen is facing downwards.



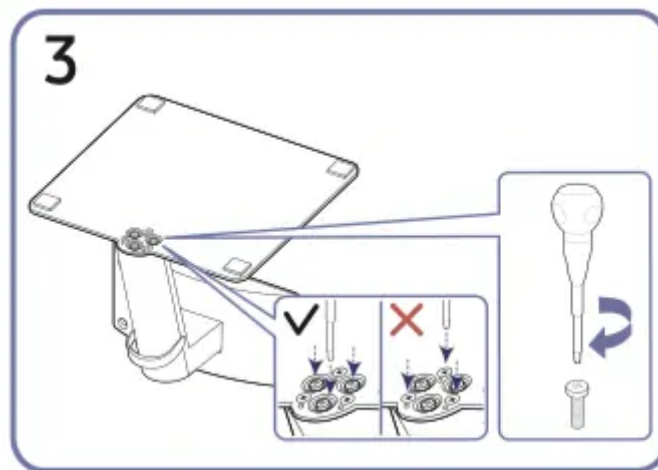
Disassembly is the reverse order of assembly.



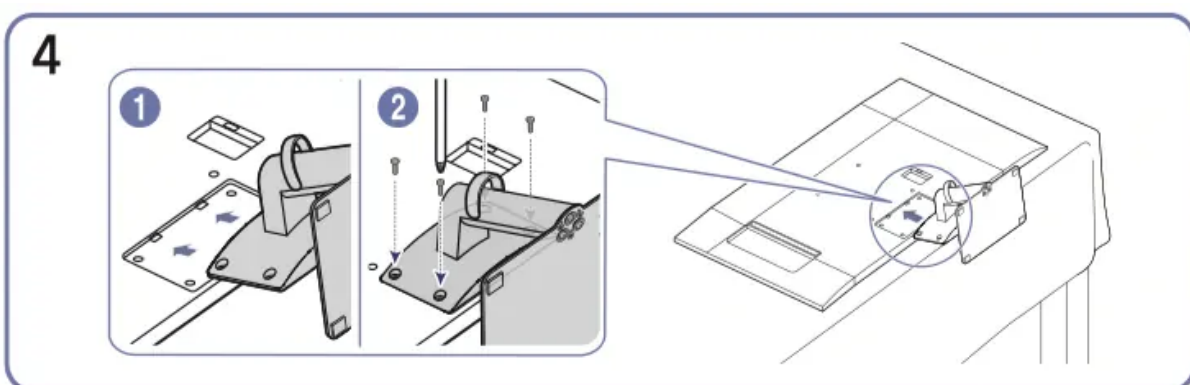
As shown in the figure, remove the product and foam cushion, and then place the product on the table with its front side facing the floor.



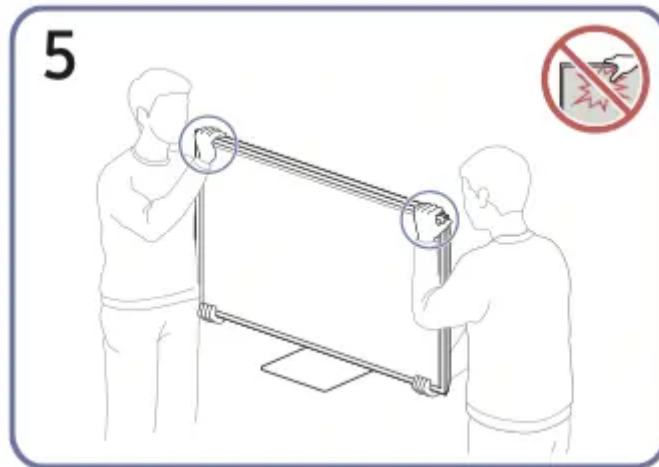
Put the stand base onto the stand neck as the direction shown in the figure. Check that the stand neck is firmly connected.



Tightly fasten the connecting screw at the bottom of the stand base.

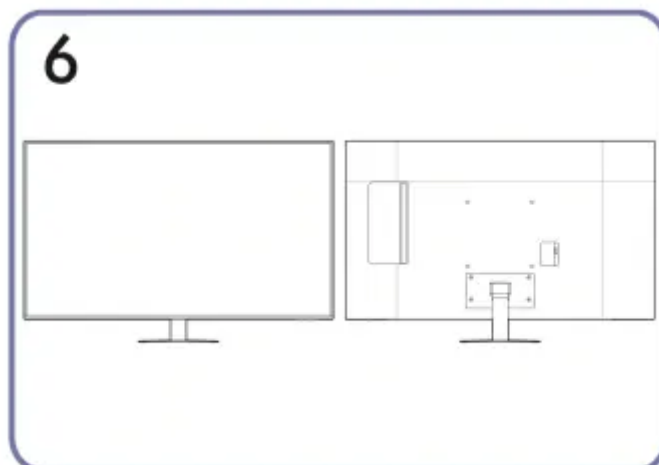


Push the assembled stand into the main body in the direction of the arrow as shown in the figure. Tightly fasten the connecting screw at the bottom of the main body.



Stand up the monitor as shown in the figure.

- Hold the lower corners or edges of the product when moving it.
- Do not directly apply pressure on the screen.
- Do not hold the screen when moving the product.
- Do not hold the product upside down only by the stand.



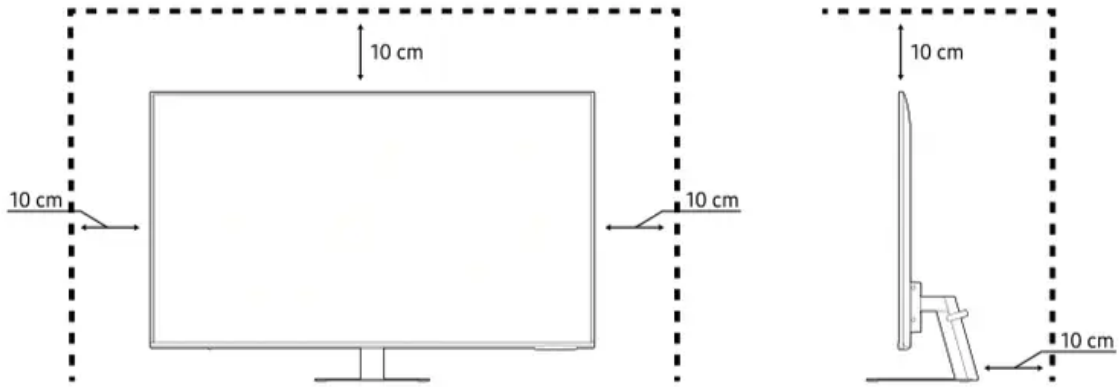
Stand assembly is complete.

Checking the space around the product

Make sure to have enough space for ventilation when placing the product. An internal temperature rise may cause fire and damage the product. Maintain enough space around the product as shown in the diagram when installing the product.



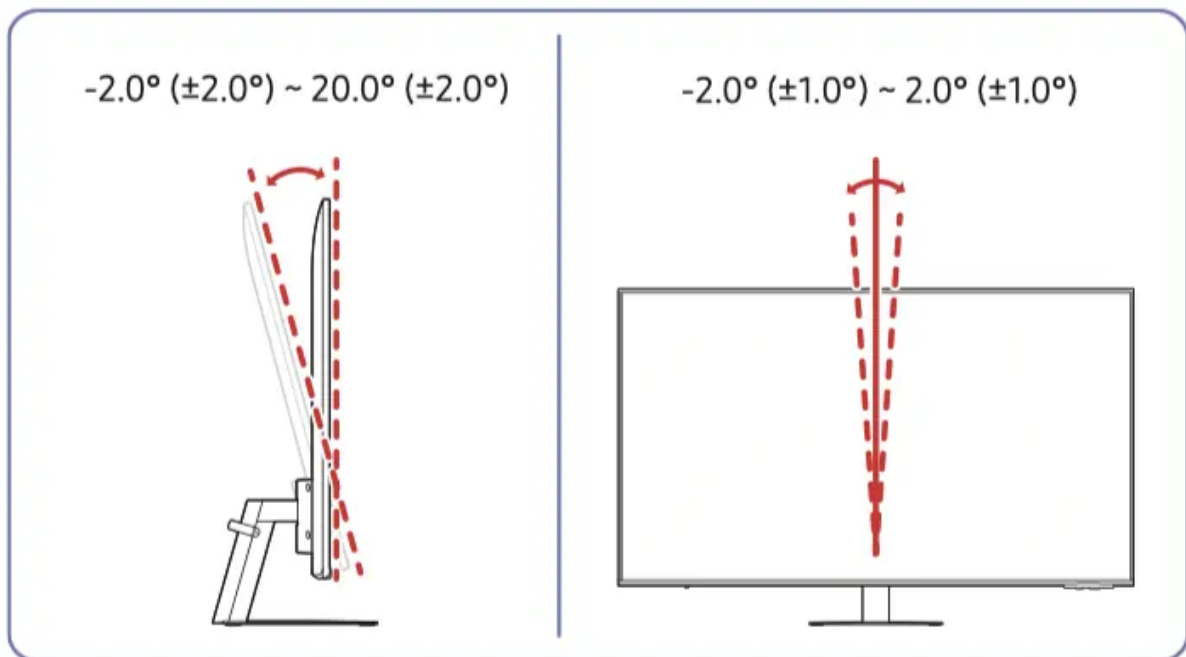
The exterior may differ depending on the product.



Adjusting the Product Tilt



The colour and shape of parts may differ from what is shown. Specifications are subject to change without notice to improve quality.



- The product tilt can be adjusted.
- Hold the lower part of the product and adjust the tilt carefully.

Anti-theft Lock



An anti-theft lock allows you to use the product securely even in public places.



The locking device shape and locking method depend on the manufacturer. Refer to the manuals provided with your antitheft locking device for details.



S24AM50* / S27AM50* / S32AM50* / S32AM70* model only.

Wall Mount Kit Specifications (VESA)



Install your wall mount on a solid wall perpendicular to the floor. Before attaching the wall mount to surfaces other than plaster board, please contact your nearest dealer for additional information. If you install the product on a slanted wall, it may fall and result in severe personal injury. Samsung wall mount kits contain a detailed installation manual and all parts necessary for assembly are provided.

- Do not use screws that are longer than the standard length or do not comply with the VESA standard screw specifications. Screws that are too long may cause damage to the inside of the product.
- For wall mounts that do not comply with the VESA standard screw specifications, the length of the screws may differ depending on the wall mount specifications.
- Do not fasten the screws too firmly. This may damage the product or cause the product to fall, leading to personal injury. Samsung is not liable for these kinds of accidents.
- Samsung is not liable for product damage or personal injury when a non-VESA or non-specified wall mount is used or the consumer fails to follow the product installation instructions.
- Do not mount the product at more than a 15 degree tilt.
- Standard dimensions for wall mount kits are shown in the table below.

Model name	VESA screw hole specs (A * B) in millimeters	C	Standard Screw	Quantity
S24AM50*	100 x 100	7.8~9.8 mm	M4	4 EA
S27AM50* S32AM50* S32AM70*	100 x 100	7.0~10.0 mm	M4	4 EA
S43AM70*	200 x 200	11.0~13.0 mm	M8	4 EA

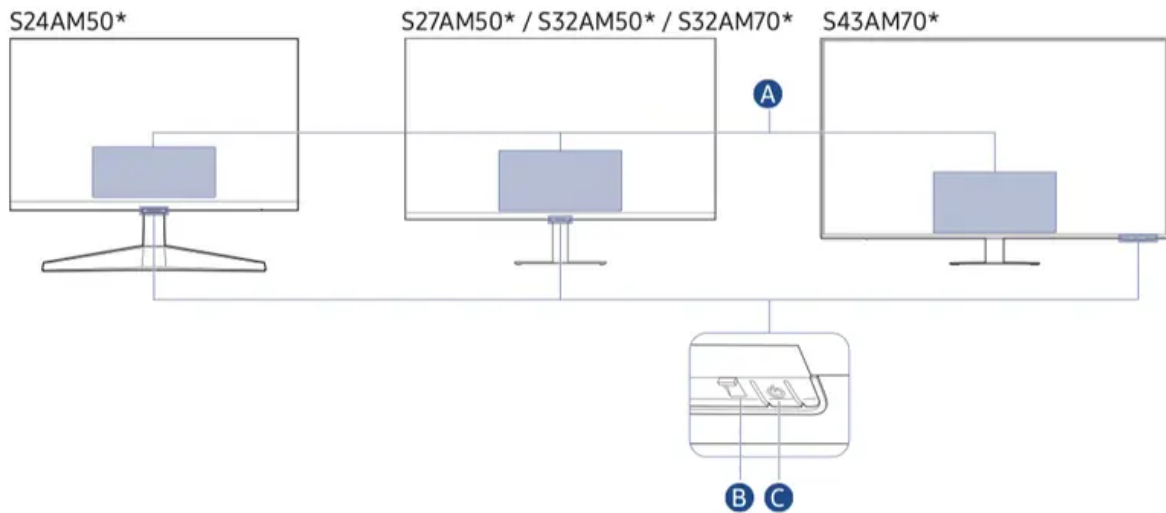


Do not install your Wall Mount Kit while your product is turned on. It may result in personal injury due to electric shock.

Control Panel



You can turn on the product with the Power button at the bottom of the product, and then use the Control menu. The Control menu appears when the Power button is pressed while the product is On.



Control menu

- Power Off: Turns off the product.
- SOURCE: Change the SOURCE.
- Volume Up / Volume Down: Adjust Volume.
- Channel Up / Channel Down: Change the Channel.



The functions related to the broadcast and channel are available only in some apps or external devices.



Power indicator

- The LED turns on when the product is turned off.
- The LED blinks when the product enters the standby mode.



When 60 seconds elapses with no signal, the product enters the standby mode. In standby mode, the screen turns on again when any signal is input or any button is pressed on the remote control.

- The colour and shape of parts may differ from what is shown.

- The screen may dim if the protective film on the SAMSUNG logo or the bottom of the product is not detached. Please remove the protective film.
- When using the buttons (excluding Power) on the Samsung Smart Remote, the receiver LED does not blink.



Power button / Remote control sensor

- Short press: Moves to another item.
- Long press: Selects the current item.

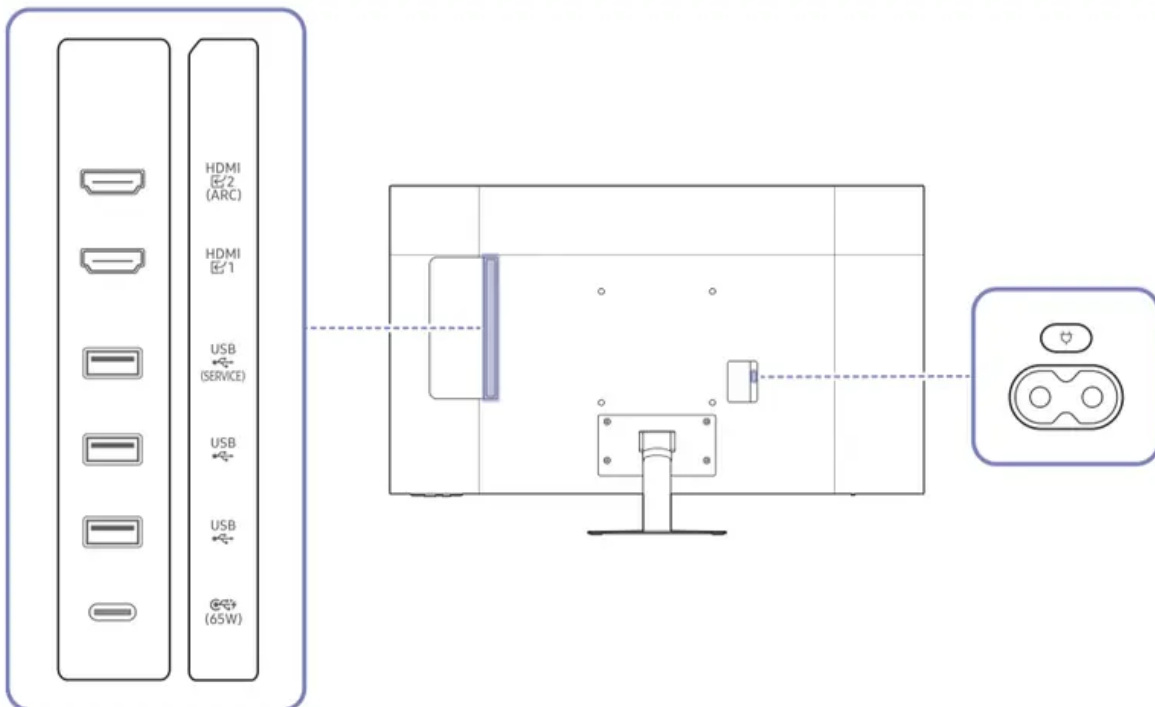
Connections






Using various connectors, you can also connect external devices.

Ports



The functions available may vary depending on the product model. The colour and shape of parts may differ from what is shown. Specifications are subject to change without notice to improve quality. Refer to the actual product.



Port	Description
HDMI 1 HDMI 2 (ARC)	Connects to a source device using an HDMI cable or HDMI-DVI cable.
USB (SERVICE)	<ul style="list-style-type: none"> Connect to a USB device. Used to update the software. <p> This function is available only in M7 series.</p>
USB	Connect to a USB device.
 (65W)	<ul style="list-style-type: none"> Connects to a source device using a USB Type-C cable. Compatible with a USB cable version 3.1 Gen2. <p> Lower version cables are not support video input function(Displayport ALT).</p> <ul style="list-style-type: none"> The USB Type-C port can be connected to a notebook or mobile device for charging. <p> This function is available only in M7 series.</p>
	Connect the power cord for product.

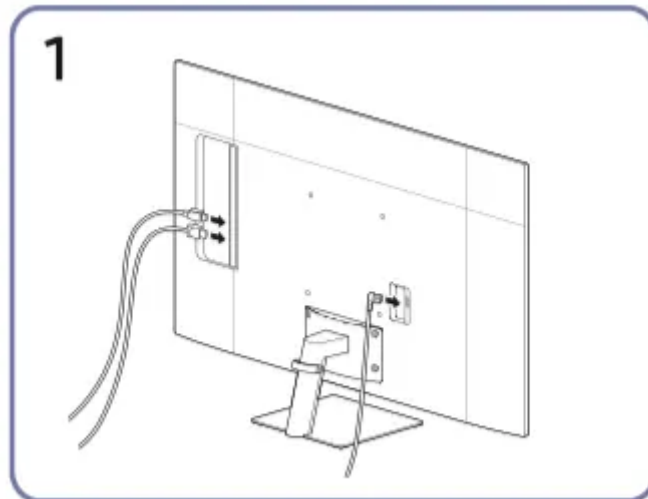


For more information about connection to an external device, refer to Connection Guide.

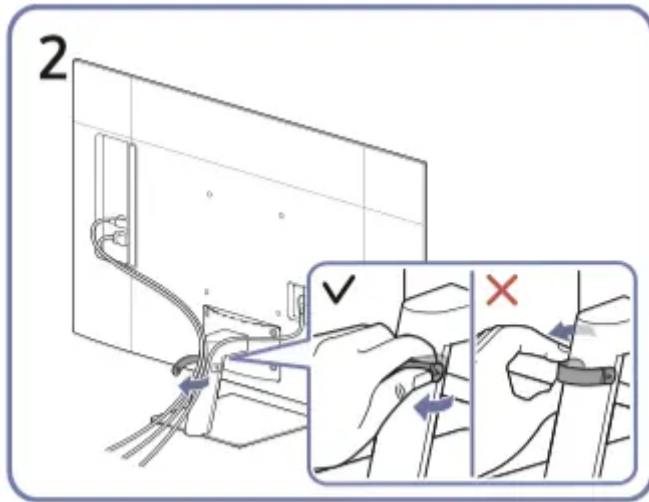


Source >

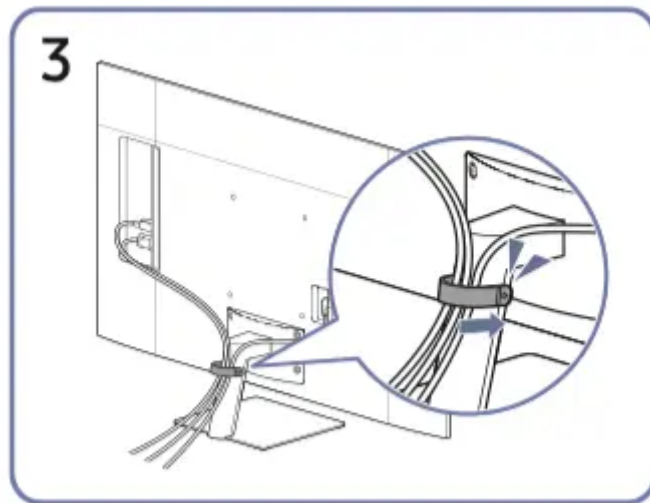
Tidying Up the Connected Cables



Connect the corresponding cables.



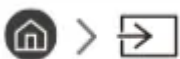
Pull the right side of the HOLDER-STAND CABLE to remove from the stand. The right side of the cable can be damaged when pulled forcibly.



Put both cables in the cable holder on the stand (HOLDERSTAND CABLE) to organise the cables, as shown in the figure. Assembly is complete.

Connection Guide

You can view detailed information about external devices that can be connected to the product.



Source > Connection Guide

It shows you how to connect various external devices, such as video devices, game consoles, and PCs using pictures. If you select the connection method and an external device, the connection details appear.

- Audio Device: HDMI (ARC), Bluetooth, Wi-Fi, Wi-Fi Speaker Surround Setup, HDMI Troubleshooting



HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model.

- Video Device: HDMI, HDMI Troubleshooting
- Smartphone: Screen Sharing (Smart View), SmartThings, Apple AirPlay, Tap View, Samsung DeX
- PC: HDMI, USB-C, Screen Sharing (Wireless), Apple AirPlay, HDMI Troubleshooting
- Input Device: Remote control, Keyboard, Mouse, USB Gamepad, Bluetooth Device
- Game Console: HDMI, HDMI Troubleshooting
- External Storage: USB Flash Drive, Hard Disk Drive (HDD)



The connection method and available external devices may differ depending on the model.



Using HDMI Troubleshooting, you can check the connection to HDMI cable and external devices (takes approximately 2 minutes).

Connecting to the Internet

You can get access to the Internet through your product.

Checking the Internet connection status



Settings > General > Network > Network Status

View the current network and Internet status.

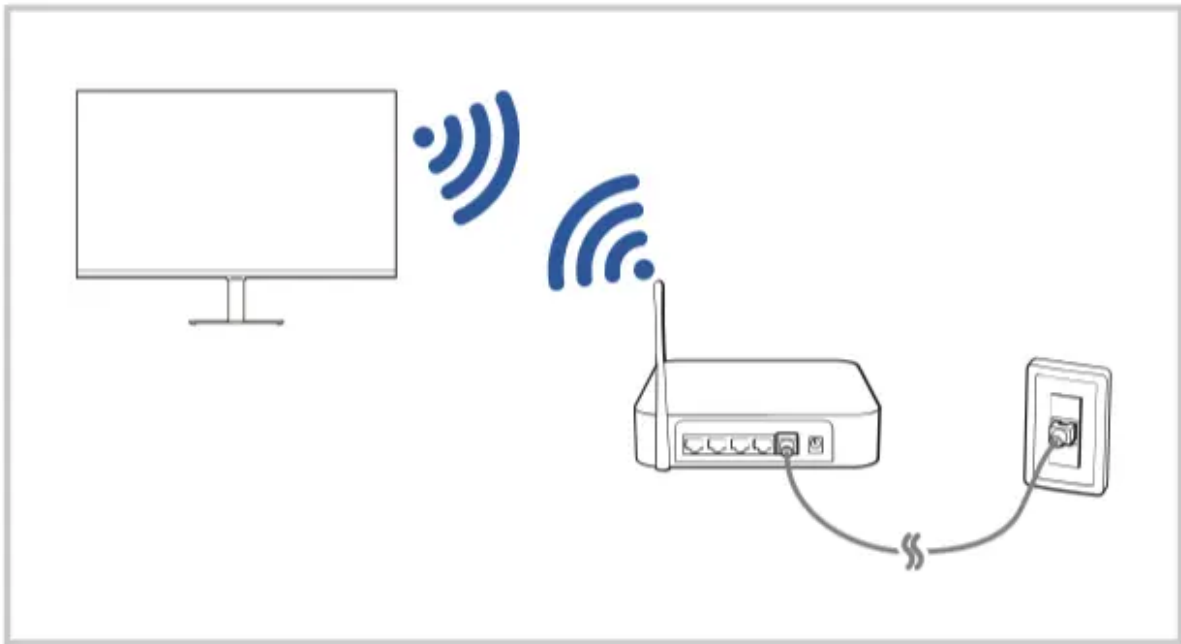
Establishing a wireless Internet connection





Settings > General > Network > Open Network Settings


Configure network settings to connect to an available network.


Make sure that you have the wireless access point's SSID (name) and password settings before attempting to connect. The network name (SSID) and security key are available on the wireless access point's configuration screen. See the wireless access point's user manual for more information.





 The image on your product may differ from the image above depending on the model and geographical area.

 If no wireless access point is found, select Add Network at the bottom of the list and enter the network name (SSID).

 If your wireless access point has a WPS or PBC button, select Use WPS at the bottom of the list, and then push the WPS or PBC button on your access point within 2 minutes. The product will connect automatically.



 To view or delete previously connected network names (SSIDs), move the focus to Manage Saved Networks, and then press the Select button.

Resetting Your Network

 >  Settings > General > Network > Reset Network

Restore the network settings to the factory default.

Turning on the product with a mobile device

 >  Settings > General > Network > Expert Settings

Power On with Mobile

You can turn on the product using a mobile device connected to the same network as the product.



This function is available with a mobile device connected to the product through the SmartThings app or the Apple AirPlay function.

Changing the name of the product



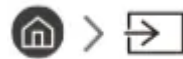
Settings > General > System Manager > Device Name

You can change the name of the product on the network. Select User Input at the bottom of the list and change the name.

Screen Sharing (Smart View) with your Mobile Device


You can watch the screen of your mobile device on the product screen through Smart View or Tap View.

For information on how to share the screen with your mobile device, refer to



Source

>Connection Guide > Smartphone > Screen Sharing (Smart View).

- To turn off Screen Sharing (Smart View), disconnect the mobile device or press the  button on the remote control.
- Using the Smart View menu on your mobile device, you can change the settings such as aspect ratio.

- Use AirPlay if you are an iPhone or iPad user. For more information, refer to



Source > Connection Guide > Smartphone > Apple AirPlay.

Using the Tap View

By tapping the mobile device on your product, you can watch mobile device's screen through the product screen.



This function may not be supported depending on the model.



This function is available in Samsung mobile devices with Android 8.1 or higher.

1. Enable Tap View on your mobile device.



For more information about configuration, refer to 'Enabling the Tap View' below for how to set.

2. Turn on the screen of your mobile device.

3. Tap your mobile device on the product. The product screen switches to mobile device's screen.

4. Watch mobile device's screen on the product screen.



This function enables mirroring (Smart View) by detecting vibrations generated when you tap the mobile device on the product.



Be sure to tap away from the product screen and bezel corners. It may scratch or break the product or mobile device screen.





We recommend using your mobile device with the cover in place and lightly tap it on any external edge of the product.

Enabling the Tap View

Enable Tap View in the SmartThings app.



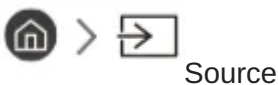
Depending on the SmartThings app version, you may need to register the product with your mobile device.

1. Launch the SmartThings app on your mobile device.
2. Select Settings ( > ) in SmartThings app on your mobile device.
3. Set the Tap View to on.



Upon connection for the first time, select Allow on a pop-up window of the product.

Switching between external devices connected to the product



When you select a connected external device on the Source screen, the output of the selected device is displayed on the product's screen.



On the standard remote control, press the SOURCE button.



When a USB device is connected to the USB port, a pop-up message appears that lets you switch easily to the media content listed on the device.

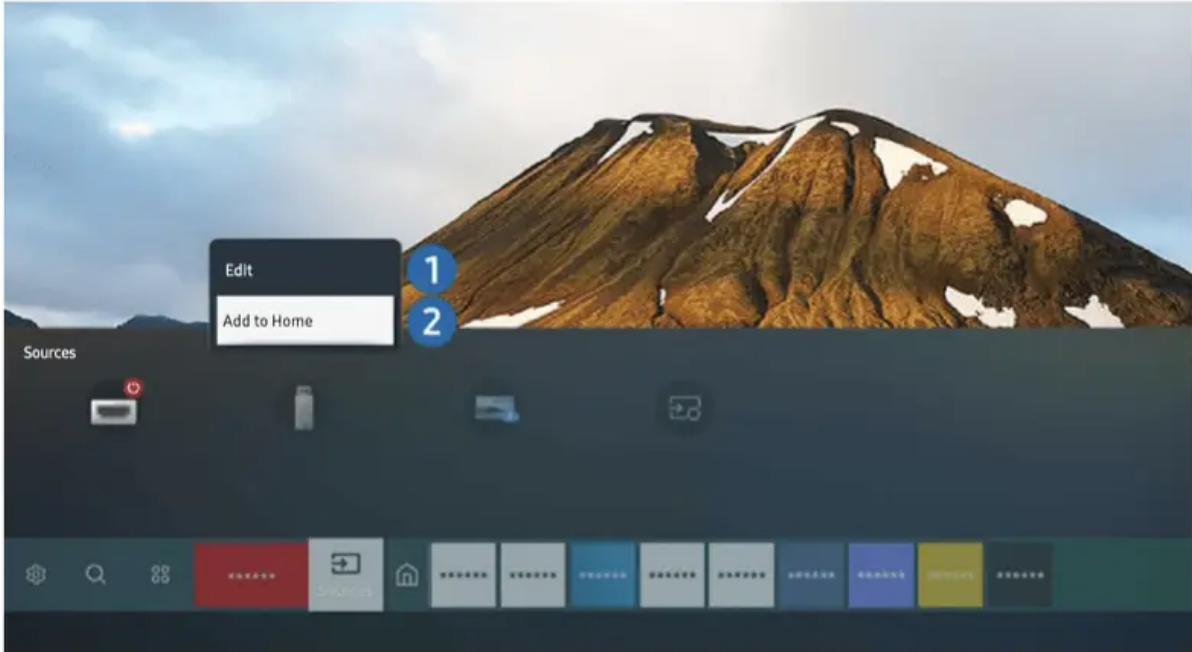


This function may not be supported depending on the device and geographical area.

Editing the name and icon of an external device



You can change the port name for a connected external device or add it to the Home Screen.



The image on your product may differ from the image above depending on the model and geographical area.

1. Move the focus to a connected external device.
2. Press the up directional button. The following functions become available:



Available functions may differ depending on the port type.

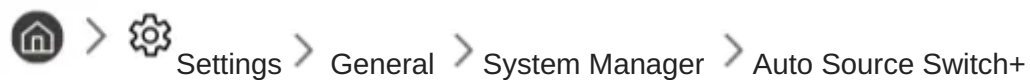
1. Edit

You can rename the input ports and change the device icons.

2. Add to Home

You can add the port of an external device to the Home Screen for quick switching.

Enabling the Auto Source Switch+



The screen of a new source appears automatically.

Using additional functions

You can use the following features on the Source screen.

- Remote Access

Use the product to access your PC via remote PC or Screen Sharing (Wireless).



For more information, refer to "Using Remote Ac

- Connection Guide

Displays device connection instructions.



For more information, refer to "Connection Guide."

- Samsung TV Plus

While the product is connected to the Internet, you can watch popular programmes or highlights for each theme through a virtual channel at any time. As with regular channels, the product provides the daily programme schedules for Samsung TV Plus.



This function may not be supported depending on the model or geographical area.

Connection Notes

When connecting an external device, note the following:



The number of connectors, and their names and locations may differ with the model.



Refer to the external device's operating manual when connecting it to the product. The number of external device connectors, and their names and locations may differ with the manufacturer.

Connection notes for HDMI

- The following types of HDMI cables are recommended:
 - High Speed HDMI Cable
 - High Speed HDMI Cable with Ethernet
 - Premium High Speed HDMI Cable
 - Premium High Speed HDMI Cable with Ethernet
 - Ultra High Speed HDMI Cable
- Use an HDMI cable with a thickness of 0.66 inches (17 mm) or less.
- Using a non-certified HDMI cable may result in a blank screen or a connection error.

- Some HDMI cables and devices may not be compatible with the product due to different HDMI specifications.
- This product does not support HDMI Ethernet Channel. Ethernet is a Local Area Network (LAN) built with coaxial cables standardised by the IEEE.
- Use a cable shorter than 10 feet (3 m) to get the best UHD viewing quality.
- Many computer graphics adaptors do not have HDMI ports, but have DVI or DisplayPort ports instead. If your PC does not support HDMI video out, connect your PC with a DVI to HDMI or HDMI to DisplayPort cable.
- When the product is connected to an external device, such as a DVD/BD player or a set-top box via HDMI, power sync mode will be automatically activated. In the power sync mode, the product continues to detect and connect external devices via HDMI cable. This function can be deactivated by removing the HDMI cable of the connected device.



This function may not be supported depending on the model.

Connection notes for USB Type-C



This function is available only in M7 series.

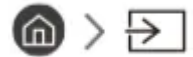
- Check the bandwidth of your USB Type-C cable whether it is available. The output may not be adequate depending on the cable specification and condition.
- Do not quickly connect or disconnect the connector and power cable, because it requires some time.
- Due to the compatibility issue, the function may not be available when any Thunderbolt device is connected using a cable.
- When charging with a USB Type-C cable, malfunction may occur depending on the device type. In this case, use the provided charger or consult the manufacturer of the device.

Connection notes for computers

- For the resolutions supported by the product, refer to "Read Before Connecting a Computer (Supported Resolutions)."
- If you want to connect your PC and product wirelessly, both of them must be connected to each other on the same network.
- When sharing content with other network-based devices, such as those in an IP (Internet Protocol) storage system, sharing may not be supported due to the network's configuration, quality, or functionality, for example, if the network has an NAS (Network-Attached Storage) device.

Connection notes for mobile devices

- To use the Smart View function, the mobile device must support a mirroring function, such as Screen Mirroring or Smart View. To check whether your mobile device supports the mirroring function, refer to the mobile device's user manual.
- To use Wi-Fi Direct, the mobile device must support the Wi-Fi Direct function. To check whether your mobile device supports Wi-Fi Direct function, refer to the mobile device's user manual.
- The mobile device and your product must be connected to each other on the same network.



- Use AirPlay if you are an iPhone or iPad user. For more information, refer to

Source > Connection Guide > Smartphone > Apple AirPlay.



This function may not be supported depending on the model.

- The video or audio may stop intermittently, depending on network conditions.
- When sharing content with other network-based devices, such as those in an IP (Internet Protocol) storage system, sharing may not be supported due to the network's configuration, quality, or functionality, for example, if the network has an NAS (Network-Attached Storage) device.

Remote Control and Peripherals












You can control product operations with your Samsung Smart Remote. Pair external devices such as a keyboard for ease of use.








About the Samsung Smart Remote

Learn about the buttons on the Samsung Smart Remote.





Button	Description
 (Power)	Turns the product on or off.
 (Voice Assistant)	<p>Runs Voice Assistant. Press and hold the button, say a command, and then release the button to run Voice Assistant.</p> <p> The supported Voice Assistant's languages and features may differ by geographical region.</p> <p> This function may not be supported depending on the model or geographical area.</p>
 (Colour / Number button)	<p>Each time you press this button, the coloured buttons window and the virtual numeric pad are displayed alternately.</p> <ul style="list-style-type: none"> • Use this button to access additional options that are specific to the feature in use. • Press to bring up the virtual numeric pad on the screen. Use the numeric keypad to enter numeric values. Select numbers and then select Done to enter a numeric value. Use to change the channel, enter a PIN, enter a ZIP code, etc.
 (Picture Mode)	<p>Changes the Picture Mode.</p> <p> This function may not be supported depending on the model or geographical area.</p>
 (Remote Access)	<p>You can use the product to access your PC via Remote PC, Screen Sharing (Wireless) or Cloud Service.</p> <p> This function may not be supported depending on the model or geographical area.</p>
 Directional button (up/down/left/right)	Moves the focus.
 Select	Selects or runs a focused item. When pressed while you are watching a broadcast programme, detailed programme information appears.

Button	Description
 (Return)	Press to return to the previous menu. When pressed for 1 second or more, the running function is terminated. When pressed while you are watching a programme, the previous channel appears.
 (Smart Hub)	Press to return to the Home Screen.
 (Play/pause)	When pressed, the playback controls appear. Using these controls, you can control the media content that is playing. Press the button to use the recording or Timeshift function while watching the broadcast.
 (Volume)	Move the button up or down to adjust the volume. To mute the sound, press the button. When pressed for 1 second or more, the Accessibility Shortcuts appears.
 (Channel)	Move the button up or down to change the channel. To see the Guide screen, press the button. When pressed for 1 second or more, the Channel List screen appears. Press and hold the button up or down to quickly change the channel.
 (Launch app button)	Launch the app indicated by the button.  This function may not be supported depending on the model or geographical area.



In standby mode, press any button on the remote control to turn on the screen.



The functions related to the broadcast and channel are available only in some apps or external devices.



Use the Samsung Smart Remote less than 6 m from the product. The usable distance may vary with the wireless environmental conditions.





The images, buttons and functions of the Samsung Smart Remote may differ with the model or geographical area.

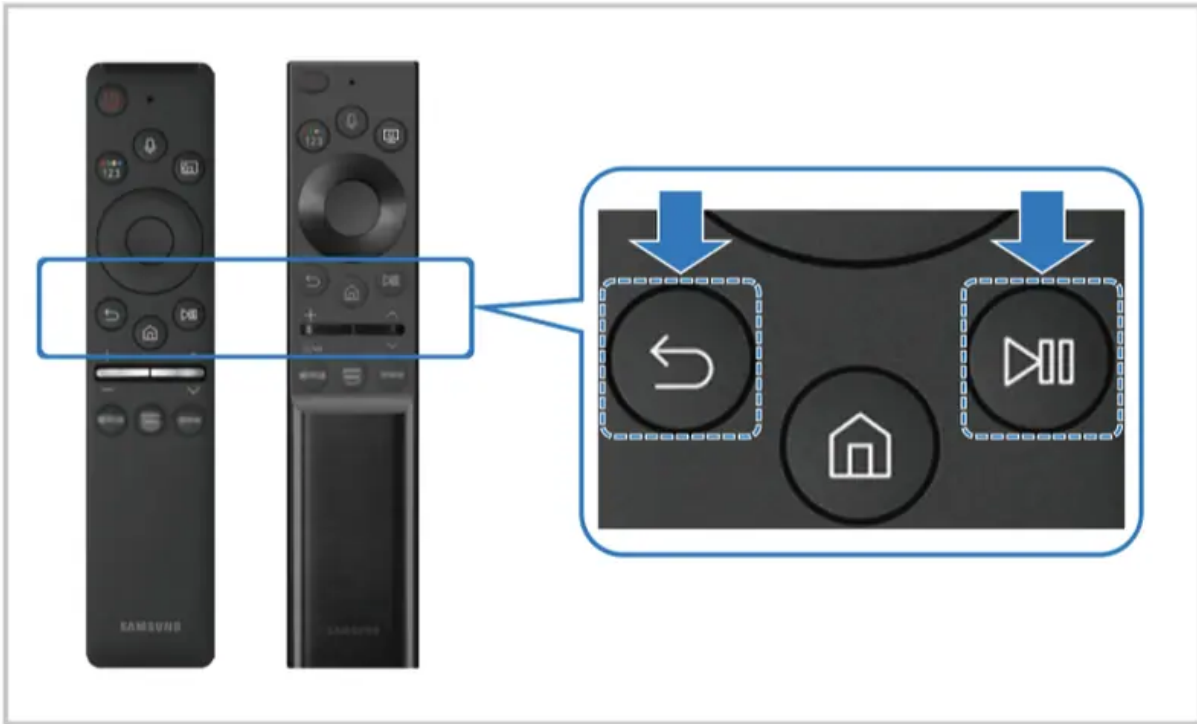


To use the Samsung Smart Remote to control a compatible external device that does support HDMI-CEC (Anynet+), connect the device to an HDMI port on the product using an HDMI cable. For more information, refer to “Using Anynet+ (HDMI-CEC)”.

Connecting the Samsung Smart Remote to the product

Connect the Samsung Smart Remote to your product to operate the product.

When you turn on the product for the first time, the Samsung Smart Remote pairs to the product automatically. If the Samsung Smart Remote does not pair to the product automatically, point it at the front of the product, and then press and hold the  and  buttons simultaneously for 3 seconds or more.



The images, buttons and functions of the Samsung Smart Remote may differ with the model or geographical area.



For more information about the Samsung Smart Remote, refer to “About the Samsung Smart Remote”.





S24AM50* models are not supported.

Using Anynet+ (HDMI-CEC)

Control an external device connected via Anynet+ (HDMI-CEC) with the remote control.

You can use the product’s remote control to control external devices that are connected to the product by an HDMI cable and that support Anynet+ (HDMI-CEC). Note that you can only set up and operate Anynet+ (HDMI-CEC) with the remote control.

Connecting an external device through Anynet+ and using their menus

 >  Settings > General > External Device Manager > Anynet+ (HDMI-CEC)

1. Set Anynet+ (HDMI-CEC) to On.
2. Connect an HDMI-CEC-compliant device to the product.
3. Turn on the connected external device.

The device is automatically connected to the product. After the connection process is finished, you can access the menu of the connected device using your product remote and control the device.



The connecting process can take up to 2 minutes to complete.

Read before connecting an Anynet+ (HDMI-CEC) device



Anynet+ (HDMI-CEC)-enabled devices must be connected to the product with an HDMI cable. Note that some HDMI cables may not support Anynet+ (HDMI-CEC).



Anynet+ cannot be used to control external devices that do not support HDMI-CEC.



The product remote control may not work under certain circumstances. If this occurs, set up the device as an Anynet+ (HDMI-CEC)-enabled device again.



Anynet+ (HDMI-CEC) works only with external devices that support HDMI-CEC, and only when those devices are either in standby mode or turned on.



Anynet+ (HDMI-CEC) can control up to 12 compliant external devices (up to 3 of the same type) except for home theatres. Anynet+ (HDMI-CEC) can control only one home theatre system.



To listen to 5.1 channel audio from an external device, connect the device to the product via an HDMI cable.

Controlling the product with a Keyboard, Mouse, or Gamepad

Connecting a keyboard, mouse, or gamepad to make it easier to control the product.



Settings



General



External Device Manager



Input Device Manager

You can connect a keyboard, mouse, or gamepad to make it easier to control the product.

Connecting a USB keyboard, mouse, or gamepad

Plug the keyboard, mouse or gamepad cable into the USB port.



If you connect a mouse, it is available only in the Internet app and Remote Access function.



XInput USB gamepads are supported.



For more information, refer to Input Device in Connection Guide (



Source >

Connection Guide > Input Device).

Connecting a Bluetooth keyboard, mouse, or gamepad



Settings >

General >

External Device Manager >

Input Device Manager >

Bluetooth > Device List



If your device was not detected, position the keyboard close to the product, and then select Refresh. The product scans for available devices again.



If you connect a mouse, it is available only in the Internet app.








For more information, refer to the Bluetooth device's user manual.



This function may not be supported depending on the model or geographical area.

Using the keyboard and mouse

Button	Description
Directional keys	Use to navigate the menu, or move the focus to highlight items on the Home Screen.
Windows key	Displays the product settings
Enter key	Selects or runs a focused item
ESC key	Returns to the previous screen
F1 / F2 / F3 / F4 key	Colour buttons —  /  /  / 
F5 key	Displays the Home Screen
F6 key	Displays the Source screen
F7 key	Displays the Channel List
F8 key	Mutes the sound
F9 / F10 key	Adjusts the volume
F11 / F12 key	Changes the channel
Page Up / Page Down	Scrolls a web page displayed by the Internet app.
Left-click	Available only in the Internet app. You can click a menu or link to start a function as you do on a PC.
Right-click	Available only in the Internet app. You can use the following functions:  The options displayed in the menu may differ depending on the selected item. <ul style="list-style-type: none"> • Open • Open Link in New Tab • Enable Scroll Mode



The key operation may differ depending on some apps or the keyboard.

Setting up the input devices



Settings >

General >

External Device Manager >

Input Device Manager

- Keyboard Settings

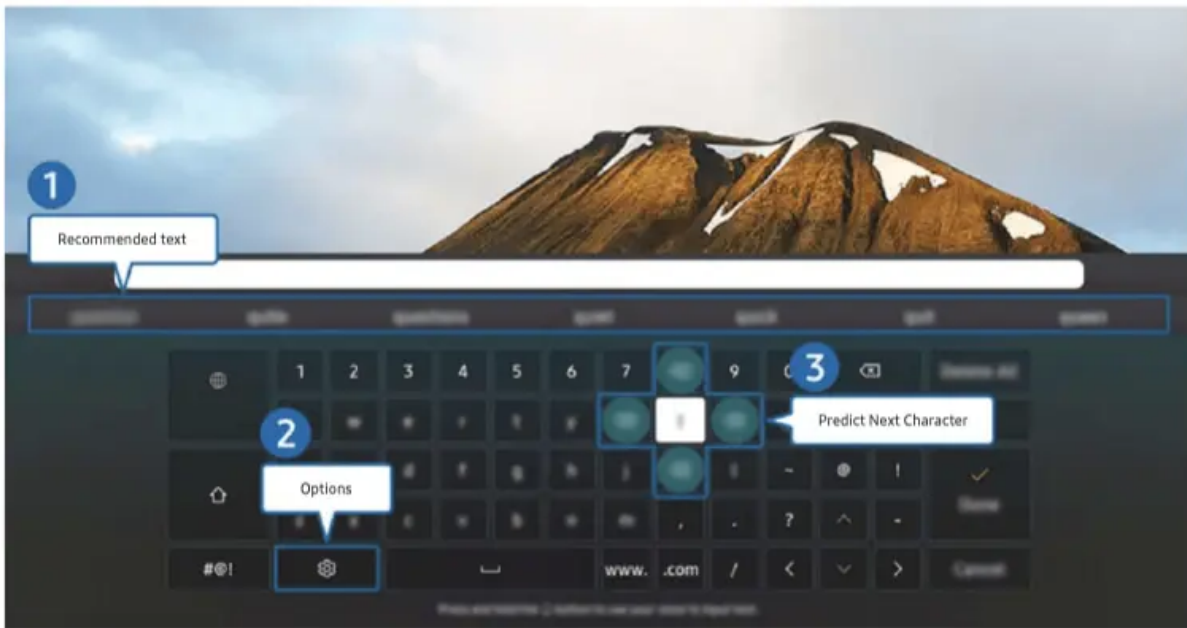
You can set up the keyboard with the Keyboard Language and Keyboard Type functions.

- Mouse Settings

You can set up the mouse with the Primary Button and Pointer Speed functions.

Entering Text using the On-Screen Virtual Keyboard

Use the virtual keyboard to enter text on your product.




The image on your product may differ from the image above depending on the model and geographical area.

1. Recommended text

When you type a word you want to use as a search term, this function displays related suggestions from which you can choose one.

2. Options

Select  on the virtual keyboard screen. The following options are available:



The options available may differ depending on the function running currently.

- Recommended text
- Reset Recommended Text Memory
- Accented Character Preview
- Predict Next Character (when using direction buttons)
- Language

3. Predict Next Character

Each time you type a character on the virtual keyboard, the next characters predicted to be typed are displayed. You can use the directional buttons on the remote control to select one.

Smart Features

You can enjoy various apps with Smart Hub.

Using Smart Hub

View descriptions of Smart Hub's basic functions.

From Smart Hub, you can use the Internet search function, install and use various apps, view photos and videos, or listen to music stored on external storage devices, and perform more functions.



Some Smart Hub services are paid services.



To use Smart Hub, the product must be connected to the Internet.



Some Smart Hub features may not be supported depending on the service provider, language, or geographical area.



Smart Hub service outages can be caused by disruptions in your Internet service.





To use Smart Hub, you must agree to the Smart Hub service agreement and the collection and use of personal information. Without giving consent, you cannot use the additional features

and services. You can view the entire text of the Terms & Privacy by navigating to



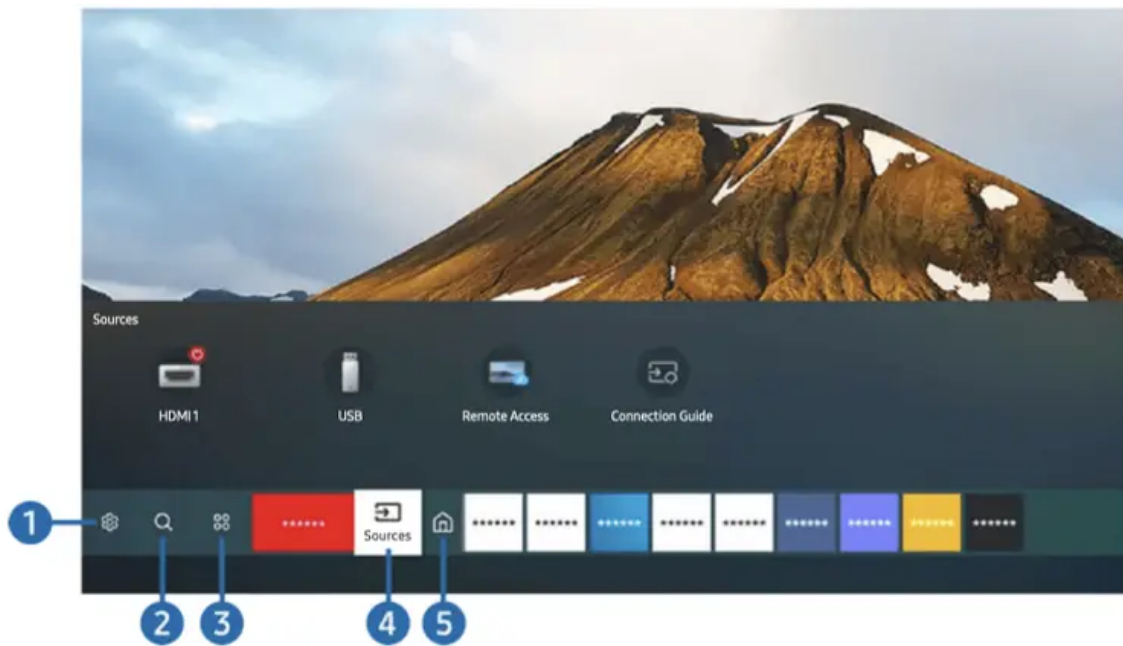
Settings > Terms & Privacy.



If you want to stop using Smart Hub, you can cancel the agreement. To cancel the Smart Hub service agreement, select Reset Smart Hub ( >  Settings > Support > Device Care > Self Diagnosis > Reset Smart Hub).

Displaying the Home Screen

Press the  button.



The image on your product may differ from the image above depending on the model and geographical area.

On the Home Screen, you can easily run the apps you have used previously or frequently. The apps can also be moved or deleted from the screen.

1. Settings

When the focus is moved to Settings, a list of quick settings icons appears above the top of the menu. You can quickly set frequently used functions by clicking the icons.

● Picture Mode

You can select the picture mode that provides the best viewing experience. To change the picture mode, press the Select button. To make fine adjustments, press the up directional button, and then select Picture Setup.

● Sound Mode

You can select a sound mode to optimise your listening experience. To change the sound mode, press the Select button. To make fine adjustments, press the up directional button, and then select Equalizer Setup.

● Sound Output

You can select which speakers the product uses for audio output. To change the audio output, press the Select button. To connect to a Bluetooth speaker, press the up directional button, and then select Bluetooth Speaker List.



Connecting Bluetooth speaker may not be supported depending on the model or geographical area.

- Game Mode

You can enable game mode to optimise the product's settings for playing video games with a gaming console, such as a PlayStation™, Xbox™, or Nintendo Switch™. To turn Game Mode on or off, press the Select button.



For more information, refer to "Setting the Viewing Environment for External De



This function is only available when an external input source is being used.



This function may not be supported depending on the model.

- Ultrawide Game View

You can change the aspect ratio of the game screen to Wide for immersive gaming.



Ultrawide Game View is only available on source devices which support 21:9 outputs, and may function differently depending on the game or content being viewed.



When the Ultrawide Game View is turned on or off for the first time, the setting for Multiple displays may need to be adjusted.

- Eye Saver Mode

Set to an optimum picture quality suitable for eye relaxation.

- Caption

You can watch broadcasts with captions. To activate or deactivate the Caption function, press the Select button. To run Accessibility Shortcuts, press the up directional button, and then select Accessibility Shortcuts.



This function may not be supported depending on the model or geographical area.

- Sleep Timer

You can have the product automatically turn off at a specific time. To change the sleep time, press the Select button. To set the specific time at which the product turns off automatically, press the up directional button, and then select Set Up Off Timer.

- Network

You can view the current network and Internet status. Press the up directional button, and then select Network Status or Network Settings.

- Color Tone

You can select a colour tone suitable for your viewing preferences. To change to a colour tone that you want, press the Select button.

- Picture Clarity

You can optimise pictures that contain a lot of motions. To turn this function on or off, press the Select button. To set the detailed options, press the up directional button, and then select Picture Clarity Settings.

- Digital Output Audio Format

You can select an output format for digital audio. Note that the Dolby Digital+ option is only available via HDMI (eARC) for external devices that support the Dolby Digital+ format.



HDMI (ARC) is supported by some models. Check the HDMI port name of the purchased product's model.



This function may not be supported depending on the model or geographical area.

- Device Care

You can run Device Care to diagnose and optimise your product. Device Care can also check and optimise the product's storage. If any problem is found, the product can call for technical support.

- All Settings

Display the Settings menu.



This function may not be supported depending on the model or geographical area.

2. Search

You can search for channels, programmes, movie titles, and apps from Smart Hub.



To use this feature, the product must be connected to the Internet.



This function may not be supported depending on the model.

3. Apps

You can enjoy a wide range of content, including news, sports, weather, and games by installing the corresponding apps on your product.



To use this feature, the product must be connected to the Internet.



For more information, refer to "Using the Apps Service."


4. Source

You can select an external device connected to the product.



For more information, refer to "Switching between external devices connected to the product."

5. Home

This menu appears first when you press the  button. Then you can quickly access Samsung Account, Notification, or Privacy Choices.

- Samsung Account Go to the Samsung Account screen to create a new account or sign out of your account.



For more information, refer to "Using a Samsung account."

-  Notification

You can view a list of notifications for all events that occur on your product. A notification appears on the screen when it is time to broadcast a scheduled programme or when an event occurs on a registered device. If you move the focus to Notification, and then press the Select button, a notification window appears on the right and the following functions are available:

-  Delete All

You can delete all your notifications.

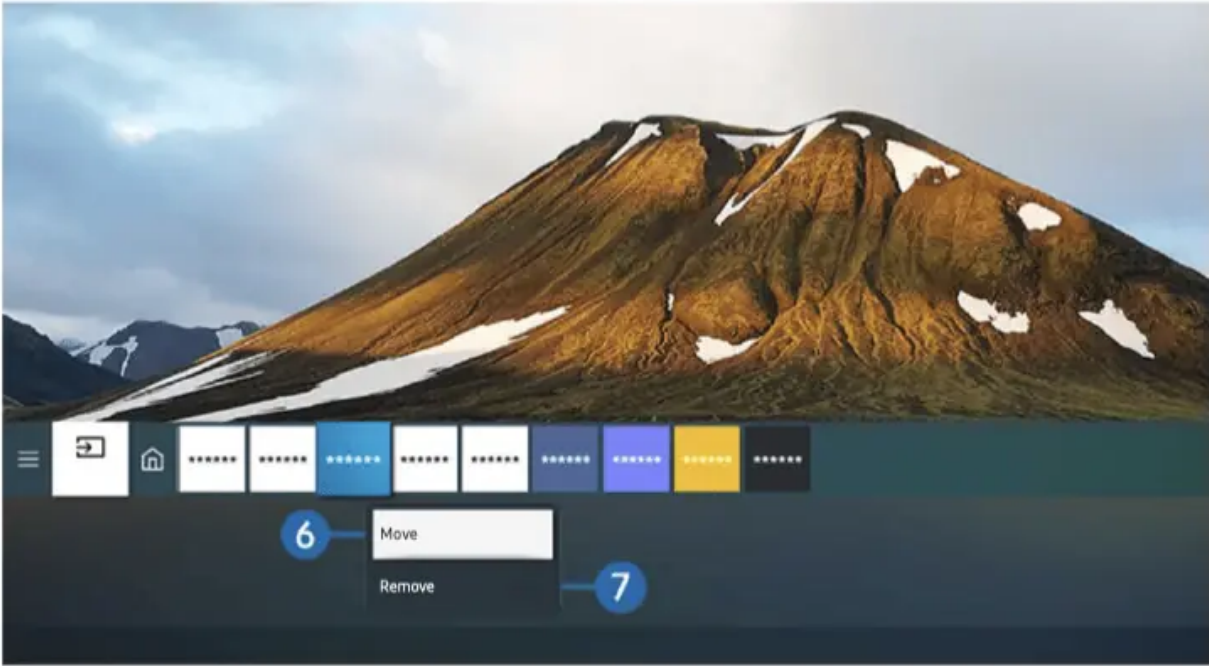
-  Settings


You can select services you want to be notified about.

When you select Allow sound, notifications are displayed with a notification sound.

- Privacy Choices

You can view and set the privacy policy for Smart Hub and various other services.




 The image on your product may differ from the image above depending on the model and geographical area.

6. Moving an item on the Home Screen

Move the focus to the app you want to move, press and hold the Select button on the remote control, and then select Move in option menu. Move the app to the desired position by pressing the left or right directional button, and then press the Select button. The selected app is moved on the Home screen.

7. Removing an item on the Home Screen

Move the focus to the app you want to delete, press and hold the Select button on the remote control, and then select Remove in option menu. The selected app is deleted.

 You can add the apps you want to use often to the Home Screen using Apps. To add your favourite apps to the Home Screen, refer to "Managing installed apps."

Using Remote Access

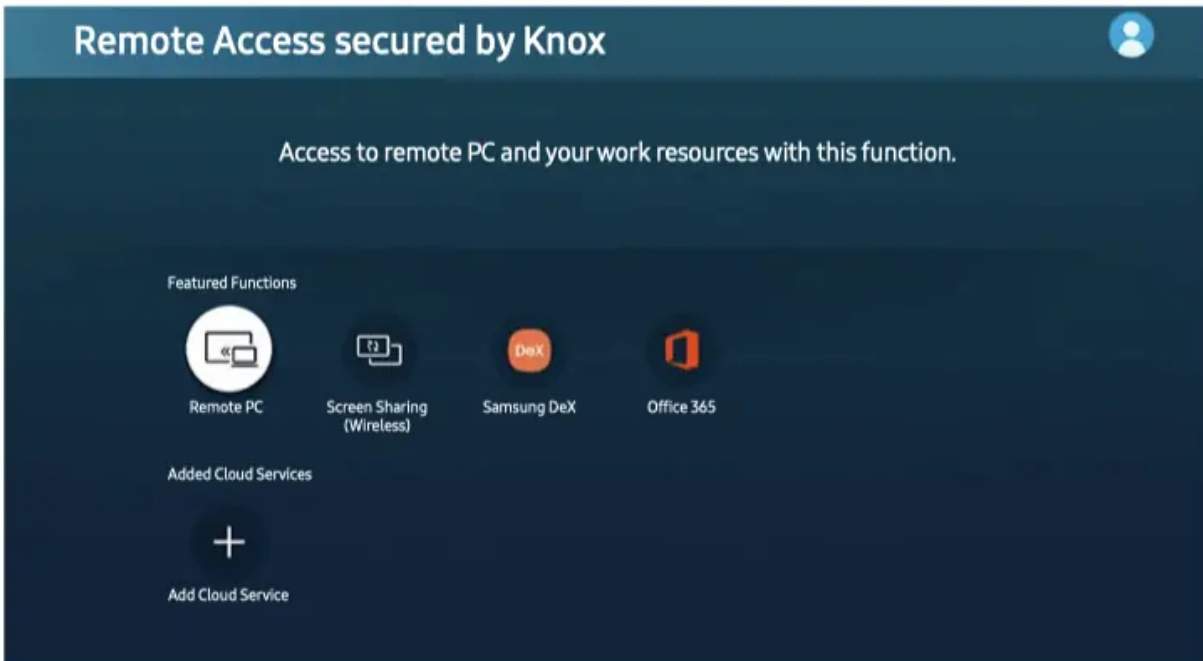
Use the product to access your PC via Remote PC, Screen Sharing (Wireless) or Cloud Service.



You can use the product to access your PC via Remote PC, Screen Sharing (Wireless) or Cloud Service.



For easy computer use, connect a keyboard and a mouse to your product in advance.



The image on your product may differ from the image above depending on the model and geographical area.

Connecting a Remote PC

Provides Remote Desktop Connection (RDP) for remotely connecting to a PC running on Windows and Virtual Network Computing (VNC) for a PC running on Mac. To remotely connect to a PC, you must enter the IP address of the remote PC or select a saved profile. Enter a correct username and password and select a correct protocol. If there is any computer that can be accessed via the same network, the found IP and protocol are displayed.



To register a frequently used PC, move the focus to Manage User Profiles, and then press the Select button. When a pop-up window appears, select Add, and then enter the PC information.



When your PC enters in power saving mode, connection is not available. It is recommended to cancel the power saving mode.

1. Configure your computer's settings to use the Remote Access function.



Remote connection to a PC running on Windows via the RDP protocol is only supported for Windows 7 or later. And the operating system must be a Professional or higher edition.



Remote connection to a PC running on Mac via the VNC protocol is only supported for Mac OS X 10.5 or later.

- Windows OS:

- 1) Right-click the My Computer icon on Desktop or Windows Explorer and then click Properties.
- 2) Click Advanced System Settings. The System Properties window appears.
- 3) Click the Remote tab and then select the Allow Remote Assistance connections to this computer.

- Mac OS:

- 1) Select Menu System Preferences and then click Sharing.
- 2) Select the Screen Sharing and Remote Login check box.
- 3) Run the resolution changing app downloaded from App Store and then change the resolution to 1440 x 900 or lower.



If you do not change the resolution in Mac OS, the previous image may appear while connecting a remote computer.

2. Enter the required settings for connecting the computer remotely.

Connect to Remote PC
Make sure the PC is on and remote access is set to "Allow".

Manage User Profiles

- 1 PC/Profile: IP address or profile
- 2 Username: Enter a username.
- 3 Protocol: RDP (for Windows users)
- 4 Password: Enter a password.

Remember my credentials (PC/Profile, Username, Protocol and Password)

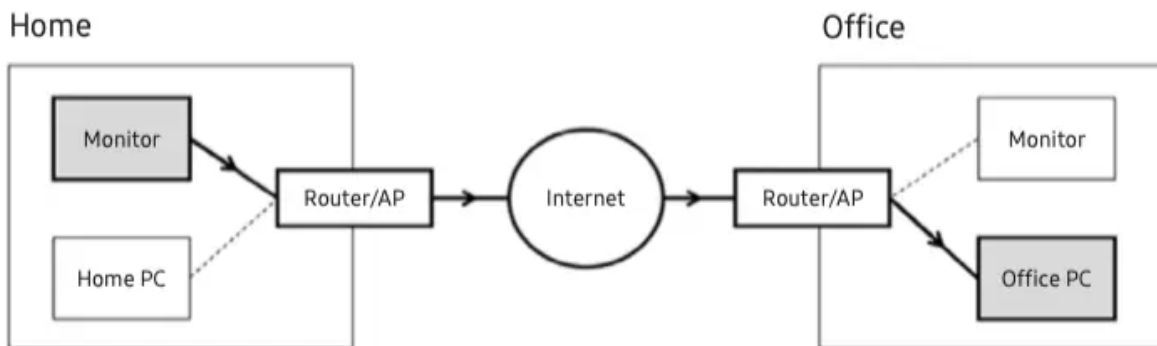
Connect Cancel



The image on your product may differ from the image above depending on the model and geographical area.

1. Enter the IP address of the PC you want to connect to.

- In case of Windows, when the computer to connect is within the same network (router/AP), run "cmd" command in Settings Network and Internet View Network properties or in Start Run, and then run "ipconfig" to check the IPv4 address of the computer.
- In case of Mac, you can check the IP address in Settings > Remote Access.
- When the product and computer are not within the same network, it is required to know the public IP and configure the router and AP. Check whether the router connected to the computer supports port forwarding. When the company provides additional security features such as firewall, seek help from a security officer.



2. Enter the of the computer.

How to check the Username: Control Panel > User Account Control in Windows, System Preferences > Users & Groups in Mac.

3. Select the Protocol for the computer's OS. (Windows: RDP, Mac: VNC)

4. Enter the password for the login account.

For use of PIN, do not enter PIN but the specified password of the computer.


Troubleshooting

If you have a problem with your product, you can access various solutions while watching product. If your problem is not addressed in the Troubleshooting section or contact the Samsung Call Centre.















Picture Issues

















When the product has trouble with the picture, these steps may help resolve the problem.

Testing the picture













 >  Settings > Support > Device Care > Self Diagnosis > Picture Test

Before you review the list of problems and solutions below, use Picture Test to determine if the problem is caused by the product. Picture Test displays a high definition picture you can examine for flaws or faults.









The problem	Try this!
Flickering and Dimming	<p>If your product is flickering or dimming sporadically, you may need to disable some of the energy efficiency features.</p> <p>Disable Ambient Light Detection, Power Saving Mode, Motion Lighting, or Contrast Enhancer.</p> <ul style="list-style-type: none"> •  >  Settings > General > Eco Solution > Ambient Light Detection •  >  Settings > General > Eco Solution > Power Saving Mode •  >  Settings > General > Eco Solution > Motion Lighting •  >  Settings > Picture > Expert Settings > Contrast Enhancer <p>Run Picture Test. When the tested image quality is normal, check the signal of the connected device.</p> <ul style="list-style-type: none"> •  >  Settings > Support > Device Care > Self Diagnosis > Picture Test
Component Connections and Screen Colour	<p>If the colour on your product screen is not correct or the black and white colours are off, run Picture Test.</p> <ul style="list-style-type: none"> •  >  Settings > Support > Device Care > Self Diagnosis > Picture Test
Screen Brightness	<p>If the colours on your product are correct but just a little too dark or bright, try adjusting the following settings first.</p> <ul style="list-style-type: none"> •  >  Settings > Picture > Expert Settings > Contrast

	<ul style="list-style-type: none"> •  >  Settings > Picture > Expert Settings > Brightness •  >  Settings > Picture > Expert Settings > Sharpness •  >  Settings > Picture > Expert Settings > Color •  >  Settings > Picture > Expert Settings > Tint (G/R)
Blurring, or Juddering	<p>If you notice blurring or juddering on the screen, use the Picture Clarity Settings function to resolve the issue.</p> <ul style="list-style-type: none"> •  >  Settings > Picture > Expert Settings > Picture Clarity Settings
Unwanted Powering Off	<p>If your product appears to turn off by itself, try disabling some of the product's energy efficiency functions.</p> <p>See if Sleep Timer has been enabled. The Sleep Timer automatically turns the product off after a specified period of time.</p> <ul style="list-style-type: none"> •  >  Settings > General > System Manager > Time > Sleep Timer <p>If the Sleep Timer has not been enabled, see if Auto Power Off, Off Timer or Standby Mode Timer has been enabled and disable it.</p> <ul style="list-style-type: none"> •  >  Settings > General > Eco Solution > Auto Power Off •  >  Settings > General > System Manager > Time > Off Timer



	<ul style="list-style-type: none"> •  >  Settings > General > System Manager > Time > Standby Mode Timer
<p>Problems Powering On</p>	<p>If you are having problems powering on your product, there are a number of things to check before calling the service department.</p> <p>Confirm that the product's power cord is connected correctly at both ends and that the remote control is operating normally.</p>
<p>The picture is distorted</p>	<p>The compression of video content may cause picture distortions, especially in fast moving pictures from sports programmes and action movies.</p> <p>If the signal reception is weak or poor, screen distortion may be visible but it is not a malfunction.</p> <p>Mobile phones used close to the product (within 3.2 ft) may cause noise on analogue and digital channels.</p>
<p>The colour is poor or the picture is not bright enough</p>	<p>Go to Picture and then adjust the Picture Mode, Brightness, Sharpness, and Color settings.</p> <ul style="list-style-type: none"> •  >  Settings > Picture > Picture Mode •  >  Settings > Picture > Expert Settings > Brightness •  >  Settings > Picture > Expert Settings > Sharpness •  >  Settings > Picture > Expert Settings > Color <p>See if Power Saving Mode has been enabled.</p> <ul style="list-style-type: none"> •  >  Settings > General > Eco Solution > Power Saving Mode <p>Try resetting the picture.</p>



	<ul style="list-style-type: none"> ●  >  Settings > Picture > Expert Settings > Reset Picture
<p>There is a dotted line on the edge of the screen</p>	<p>Change Picture Size Settings to 16:9 Standard.</p> <ul style="list-style-type: none"> ●  >  Settings > Picture > Picture Size Settings > 16:9 Standard
<p>The Caption function in the product menu is deactivated</p>	<p>When an external device is connected with an HDMI or Component cable, the Caption function is unavailable. Adjust the caption setting on the external device.</p>
<p>Captions appear on the product screen</p>	<p>Turn off the Caption function in Caption Settings.</p> <ul style="list-style-type: none"> ●  >  Settings > General > Accessibility > Caption Settings > Caption
<p>The HDR of the connected external device turns off</p>	<p>Expand the reception range of the corresponding HDMI input signal in Input Signal Plus.</p> <ul style="list-style-type: none"> ●  >  Settings > General > External Device Manager > Input Signal Plus
<p>Blank spaces are found on all four sides of the screen when an HDMI or HDMI-DVI cable is connected to the product and PC.</p>	<p>The blank spaces found on the screen have nothing to do with the product.</p> <p>Blank spaces on the screen are caused by the PC or graphics card. To resolve the problem, adjust the screen size in the HDMI or DVI settings for the graphics card.</p> <p>If the graphics card settings menu does not have an option to adjust the screen size, update the graphics card driver to the latest version.</p> <p>(Please contact the graphics card or PC manufacturer for further details about how to adjust the screen settings.)</p>

The power LED is off. The screen will not switch on.	Check that the power cable is connected properly. If a problem occurs with the product screen, run Self Diagnosis to check that the product is working properly.
The images on the screen look distorted.	Check the cable connection to the product.
The screen is not clear. The screen is blurry.	Set the resolution and frequency to the recommended level.
The screen appears unstable and shaky. There are shadows or ghost images left on the screen.	Check that the resolution and frequency for the PC are within the range of resolution and frequency compatible with the product. Next, if required, change the settings, referring to Standard Signal Mode Table in this manual and the Information menu on the product.
There is no image on the screen and the power LED blinks every 0.5 to 1 second.	The product is operating in standby mode. Press any key on the keyboard or move the mouse to return to normal operating mode.
Text is blurry.	If using a Windows OS (e.g. Windows 7, Windows 8, Windows 8.1 or Windows 10): Go to Control Panel → Fonts → Adjust ClearType text and change Turn on ClearType.



If the test picture does not appear or there is noise or distortion, the product may have a problem. Contact Samsung's Call Centre for assistance.



If the test picture is displayed properly, there may be a problem with an external device. Please check the connections.



If the problem persists, check the Signal Information or refer to the external device's user manual.

Sound and Noise Issues

When the product has difficulties with sound, these steps may help resolve the problem.

Testing the sound



Settings



Support



Device Care



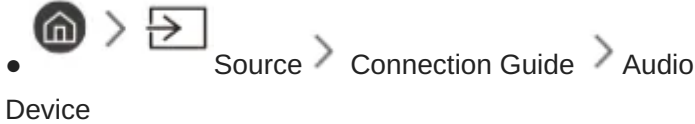
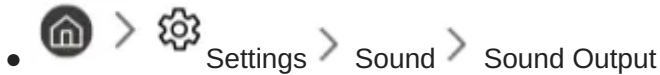
Self Diagnosis

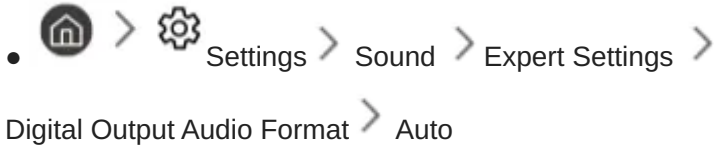
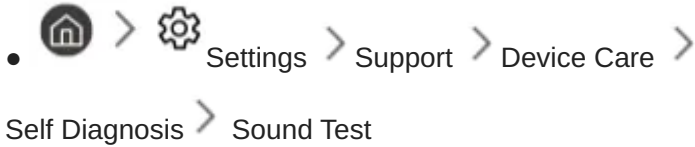
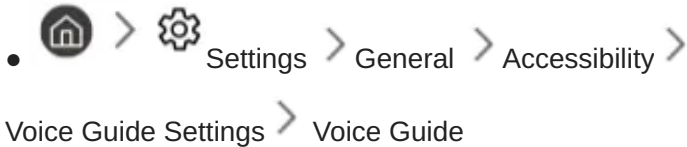







Sound Test

If the product plays the Sound Test melody without distortion, there may be a problem with an external device or the broadcast signal's strength.









The problem	Try this!
<p>How can I connect an audio device to the product?</p>	<p>The connection method may differ depending on the audio device, such as HDMI (ARC), Bluetooth, and Wi-Fi. For more information about how to connect an audio device, run Connection Guide.</p> <ul style="list-style-type: none"> 
<p>There is no sound or the sound is too low at maximum volume.</p>	<p>Check the volume control of your product, and then check the volume control of the external device (cable box or satellite box, DVD, Blu-ray, etc.) connected to your product.</p> <p>Check the cable connection between an external device and the product and then try cable connection again.</p>
<p>The picture is good but there is no sound.</p>	<p>Set Sound Output to Device Speaker.</p> <ul style="list-style-type: none">  <p>If you are using an external device, check the device's audio output option.</p> <p>For example, you may need to change your cable box's audio option to HDMI if the box connected to your product is using an HDMI cable.</p> <p>To listen to computer sound, connect an external speaker to the computer's audio output connector.</p> <p>If your product has a headphone jack, make sure there is nothing plugged into it. Reboot the connected device by disconnecting and then reconnecting the device's power cable.</p> <p>With a set-top box or cable box, check the cable connection and reboot the external device. When the symptom persists, contact your service provider.</p>
<p>No sound is heard.</p>	<p>Check whether Digital Output Audio Format is set to Pass-Through.</p>





	<p>If you select the Pass-Through option to use an AV receiver that does not support Dolby Digital+, no sound is output with Dolby Digital+ content.</p> <p>It is recommended to set Digital Output Audio Format to Auto when the connected receiver supports only the limited audio formats.</p> <ul style="list-style-type: none"> 
<p>The speakers are making an odd sound.</p>	<p>Run Sound Test.</p> <ul style="list-style-type: none">  <p>Make sure that the audio cable is connected to the correct audio output connector on the external device.</p>
<p>The sound is interrupted.</p>	<p>The sound may frequently be interrupted when a Bluetooth speaker is used. Make sure that the Bluetooth speaker and the wireless access point are on a straight line, and the Bluetooth speaker is placed as close as possible to the product.</p> <p>To minimise interruptions, we recommend a wireless access point that uses a 5 GHz frequency.</p> <p>When the symptom persists, it is recommended to use wired connection such as HDMI ARC.</p>
<p>Whenever a function is used on the product voices the activity. The product explains in voice-over the video scenes displayed on the screen.</p>	<p>Turn off the Voice Guide function in Voice Guide Settings.</p> <ul style="list-style-type: none"> 
<p>The product audio is not being played through the AV receiver.</p>	<p>Check the A/V receiver's power supply and its settings.</p>
<p>The sound is not heard clearly.</p>	<p>Change to an appropriate sound mode.</p>

	<ul style="list-style-type: none"> •  >  Settings > Sound > Sound Mode <p> This function may not be supported depending on the model.</p>
<p>The volume of the external device cannot be adjusted.</p>	<p>Check the cable connection between the product and the external device.</p> <p>When connecting an external speaker such as home theatre via HDMI, make sure it is connected to the HDMI (ARC) port on the product. Make sure that the</p> <ul style="list-style-type: none"> •  >  Settings > General > External Device Manager > Anynet+ (HDMI-CEC) is active on your product.
<p>I want to turn off and on the product and audio device at the same time.</p>	<p>When you connect the Samsung Soundbar to the product via Bluetooth, the power turns off and on together. It may not be supported depending on the Samsung Soundbar model.</p> <p>When you connect an audio device that supports HDMI ARC to the HDMI (ARC) port on the product, the power turns off and on together.</p>

External Device Connectivity Issues


When the product has difficulties connecting to external devices such as a PC, game console, or mobile device, these steps may help resolve the problem.

The problem	Try this!
<p>The "Mode Not Supported" message appears.</p>	<p>Adjust the output resolution of the external device to a resolution supported by the product.</p>
<p>The video is OK but there is no audio.</p>	<p>If you are using an HDMI connection, check the audio output setting on your PC. If you are using a DVI to HDMI cable, a separate audio cable is required.</p> <p>To listen to the computer sound, connect external speakers to the audio output connection of the computer.</p>
<p>I want to connect to a PC and mobile device via screen mirroring.</p>	<p>To wirelessly connect the product to your PC, read the instructions at PC > Screen Sharing (Wireless) in Connection Guide, and then try to connect.</p> <ul style="list-style-type: none"> ●  >  Source > Connection Guide > PC > Screen Sharing (Wireless) <p>Confirm that the product and your PC are connected to the same network. To wirelessly connect the product to your mobile device, read the instructions at Smartphone > Screen Sharing (Smart View) in Connection Guide, and then try to connect.</p> <ul style="list-style-type: none"> ●  >  Source > Connection Guide > Smartphone > Screen Sharing (Smart View) <p>If the product has difficulties connecting to your PC or mobile device due to surrounding radio interferences, change the frequency of the wireless access band, and then try to connect.</p>
<p>No screen appears when connecting the product to an external device.</p>	<p>For more information about how to connect an external device, run Connection Guide.</p> <ul style="list-style-type: none"> ●  >  Source > Connection Guide <p>Make sure that the external device is connected securely and turned on. Move to Sources to switch to other input sources.</p>

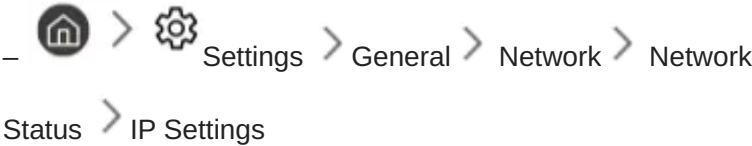
	<ul style="list-style-type: none">  >  Source > Sources Using HDMI Troubleshooting, you can check the connection to HDMI cable and external devices (takes approximately 2 minutes).  >  Source > Connection Guide > Video Device > HDMI Troubleshooting When using a set-top box or cable box, check the broadcast signals or the network that is connected to the external device.
<p>The PC screen does not appear or it flickers.</p>	<p>When the PC screen does not appear or the PC is not recognised, check the power supply of the PC and then reconnect the HDMI cable between the PC and product. When the symptom persists, check that the PC is in Sleep mode. When the set resolution is not matched, the screen may flicker. For the PC supported resolution, see 'Read Before Connecting a Computer (Supported Resolutions).'</p>
<p>A beeping sound is heard when my PC is booting.</p>	<p>If a beeping sound is heard when your PC is booting, have your PC serviced</p>
<p>A special key on the keyboard or mouse is entered automatically.</p>	<p>If the product is connected to a USB Type-C port and then a keyboard or mouse is connected to the USB port of the product, it may cause malfunction due to USB packet handling errors of the graphic card.</p> <p>If any error occurs, it is recommended to contact the graphic card manufacturer or to connect the keyboard or mouse directly to the computer's motherboard.</p>

Network Issues

When the product has difficulties connecting to the Internet, these steps may help resolve the problem.

 >  Settings > Support > Device Care > Self Diagnosis > Smart Hub Connection Test

If the product has trouble with network connection or product services, check the Smart Hub connection status

The problem	Try this!
Wireless network connection failed. Unable to connect to a wireless access point.	<p>Make sure that no items that can generate electromagnetic interferences are placed between the product and the wireless/ wired access point.</p> <p>Check if the access point is turned on. If it is on, turn it off, wait 1 or 2 minutes, and then turn it on.</p> <p>Enter the correct password if required.</p> <p>If the wireless connection fails, connect the product to the access point via a LAN cable.</p> <p>If the product can connect to the Internet normally via the wired connection, there might be a problem with the access point. In this case, try using a different access point.</p>
Wired network connection failed.	Check if the LAN cable is plugged in on both ends. If it is plugged in, check if the access point is turned on. If it is on, turn it off, wait 1 or 2 minutes, and then turn it on.
Auto IP configuration failed. Unable to connect to the network.	<p>Check if the LAN cable is plugged in on both ends. If it is plugged in, check if the access point is turned on.</p> <p>If the access point is on, turn it off, wait 1 or 2 minutes, and then turn it on. Disconnect and then reconnect the power cable of the product, or press and hold the power button for 3 seconds.</p>
Connected to a local network, but not to the Internet.	<ol style="list-style-type: none"> 1. Check if the Internet LAN cable is connected to the access point's external LAN port. 2. Check the DNS setting in IP Settings. <p>  </p>
Network setup is completed, but unable to connect to the Internet.	If the problem persists, contact your Internet service provider.

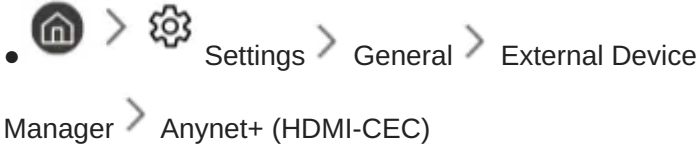
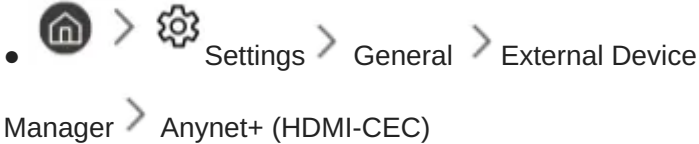


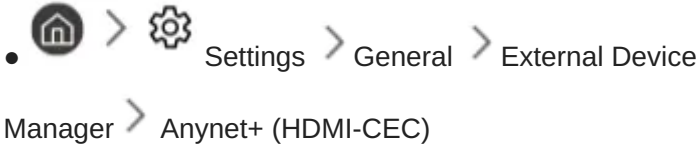
Wired networks are not supported by some models.

Anynet+ (HDMI-CEC) Issues

When Anynet+ (HDMI-CEC) isn't working, these steps may help resolve the problem.





The problem	Try this!
<p>What is Anynet+?</p>	<p>You can use the product's remote control to control external devices that support Anynet+ (HDMI-CEC) and that are connected to the product via an HDMI cable. For example, if a connected external device supports Anynet+, you can have the connected device turn on or off when you turn the product on or off.</p>
<p>Anynet+ does not work.</p>	<p>Confirm that the device is an Anynet+ device. The Anynet+ system supports Anynet+ devices only.</p> <p>Check if the power cord of the Anynet+ device is properly connected.</p> <p>Check the cable connections of the Anynet+ device.</p> <p>Go to Anynet+ (HDMI-CEC) and see if Anynet+ (HDMI-CEC) has been set to On.</p> <p>  </p>
<p>I want to exit Anynet+.</p> <p>It is inconvenient to turn on other devices because the product also turns on. It is inconvenient because the connected devices (e.g. set-top box) turn off together.</p>	<p>To turn off the Anynet+ function of a device connected to the product, turn off the Anynet+ (HDMI-CEC) function of the device.</p> <p>  </p> <p>When Anynet+ (HDMI-CEC) is turned off, the sound bar connected via the HDMI (ARC) port does not turn off and on together with the product. To prevent a specific device connected to the product from turning off automatically, turn off the HDMI-CEC function on a specific device connected to the product.</p>
<p>The message "Connecting to Anynet+ device..." or "Disconnecting from Anynet+ device" appears on the screen.</p>	<p>You cannot use the remote control when the product is configuring Anynet+ or switching to the product viewing screen. Use the remote control after the product has completed the Anynet+ configuration or has switched to the product viewing screen.</p>

<p>The Anynet+ device won't play.</p>	<p>You cannot use the play function when Reset is in progress.</p>
<p>The connected device is not displayed.</p>	<p>Check whether the device supports Anynet+.</p> <p>Anynet+ devices must be connected to the product using an HDMI cable. Make sure the device is connected to your product with an HDMI cable. Some HDMI cables may not support Anynet+.</p> <p>Check whether the HDMI cable is properly connected.</p> <p>Go to Anynet+ (HDMI-CEC) and see if Anynet+ (HDMI-CEC) has been set to On.</p> <p>  </p>

Remote Control Issues

When the remote control isn't working, these steps may help resolve the problem.

The problem	Try this!
<p>The remote control does not work.</p>	<p>The connection between the remote control and the product may be lost.</p> <p>Point the Samsung Smart Remote at the front of the product, and then press  and  hold the and buttons simultaneously for 3 seconds or more.</p> <p>Also, if the remote control is not working or slow, the batteries might be low or dead. If this is the case, replace the batteries. Alkaline batteries are recommended for longer battery life.</p> <ul style="list-style-type: none"> • Charge the remote control by using the solar cell or the USB port(C-type) on the bottom. • If the remote control has batteries, replace them with new ones.
<p>External devices cannot be operated with the product remote control.</p>	<p>Check the cable connection between the product and external devices.</p>
<p>When I turn on the product with the remote control, another device is also turned on.</p>	<p>The infrared remote controls provided by Samsung are compatible each other. However, note that multiple devices can be activated at the same time. If you do not want this happening, use the SmartThings app to manipulate each product.</p>

Apps

When apps aren't working, these steps may help resolve the problem.

The problem	Try this!
I launched an app, but it's in a different language. How can I change the language?	<p>Languages supported by an app may be different from the product Language set in the menu.</p> <p>The ability to change the language depends on the app's provider.</p>
The app does not work properly. Its image quality is poor.	<p>Check the network connection. When the network speed is slow, the app may not work or its image quality may be poor.</p> <p>The services of your application are not provided by the product but by the application service provider.</p> <p>Refer to the Help section on the application service provider's website.</p>

Media Files

When files don't play, this may help resolve the problem.

The problem	Try this!
Some files are interrupted during playback.	<p>This problem may occur with unsupported files or high-bitrate files. Most files can be played back, but some files may not play smoothly.</p>
Some files can't be played.	<p>Some files that use an unsupported codec may not be played back. Make sure that the codec is supported by the product. For more information, refer to "Read Before Playing Photo, Video, or Music Files."</p>

Voice Assistant Issues









When the Voice Assistant isn't working, these steps may help resolve the problem.



This function may not be supported depending on the model or geographical area.



The Voice Wake-up function may not be supported depending on the model, Voice Assistant or geographical area.

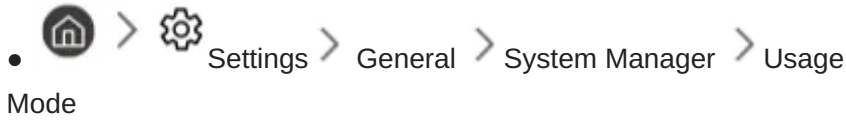
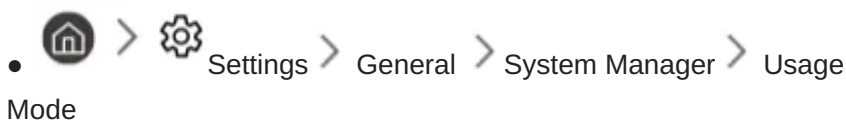
The problem	Try this!
<p>The voice commands do not work well.</p>	<p>Voice commands may differ depending on the Voice Assistant. Refer to the command examples for each Voice Assistant.</p> <ul style="list-style-type: none"> • Bixby:  > Explore Now • Google Assistant:  >  Settings > General > Voice > Google Assistant Settings
<p>Bixby answers automatically.</p>	<p>The product may recognise an ambient noise or everyday conversation as a call to Voice Assistant.</p> <p>Turn off the Voice Wake-up function or set the Wake-Up Sensitivity to Low.</p> <ul style="list-style-type: none"> •  > Explore Now >  Settings > Voice Wake-up
<p>I spoke “Hi, Bixby” but Bixby does not answer.</p>	<p>When the product is far from you or the ambient noise is so loud, the product may be unable to recognise your voice.</p> <ul style="list-style-type: none"> • For best results, you need to be within 10 feet (3-4 m) of your product. Please look at your product screen and speak. <p>Turn on the Voice Wake-up function.</p> <ul style="list-style-type: none"> •  > Explore Now > Settings > Voice Wake-up
<p>Voice recognition does not work with the Samsung Smart Remote unlike other features.</p> <p>There is no response even if the voice entry button is pressed.</p>	<p>The connection between the remote control and the product may be lost. Try pairing the remote control with the product.</p> <p>Point the Samsung Smart Remote at the front of the product, and then press and hold the  and  buttons simultaneously for 3 seconds or more.</p> <p>Also, if the remote control does not work properly or its response is very slow, the battery might be low or dead.</p>





	<ul style="list-style-type: none"> ● Charge the remote control by using the solar cell or the USB port(C-type) on the bottom. ● If the remote control has batteries, replace them with new ones.
During voice recognition, the heavy load message appears and the function does not work.	Unplug and then plug the product power cable and then try again after 1 minute and 30 seconds. It may take a while if the voice recognition server is being inspected.
I want to see weather information of the desired area.	Say with the area name included.

Other issues

Use these procedures to resolve other issues that may occur in relation to the product.




The problem	Try this!
The product is hot.	<p>Watching product for an extended period of time causes the panel to generate heat.</p> <p>The heat from the panel is dissipated through internal vents running along the top of the product.</p> <p>The bottom, however, may feel hot to the touch after extended use.</p> <p>Children watching product need constant adult supervision to prevent them from touching the product.</p> <p>This heat, however, is not a defect and does not affect the product's functionality.</p>
The product smells like plastic.	This smell is normal and will dissipate over time.
The product is tilted to the side.	Remove the base stand from the product and reassemble it.
The stand is wobbly or crooked.	Refer to the Quick Setup Guide and make sure that the stand is assembled correctly.
The settings are lost after 5 minutes or every time the product is turned off.	<p>If Usage Mode is set to Retail Mode, the product's audio and video settings are automatically reset every 5 minutes.</p> <p>Change Usage Mode to Home Mode.</p> <p>  </p>
A POP (product's internal banner ad) appears on the screen.	<p>Change Usage Mode to Home Mode.</p> <p>  </p>
The product is making a popping noise.	<p>The expansion and contraction of the product's outer casing may cause a popping noise.</p> <p>This does not indicate a product malfunction.</p> <p>The product is safe to use.</p>

<p>The product is making a humming noise</p>	<p>Your product utilises high-speed switching circuits and high levels of electrical current. Depending on the product's brightness level, the product may seem slightly noisier than a conventional product.</p> <p>Your product has undergone strict quality control procedures that meet our demanding performance and reliability requirements.</p> <p>Some noise coming from the product is considered normal and is not an acceptable cause for an exchange or refund.</p>
<p>The software update over the Internet has failed.</p>	<p>Check the network connection status.</p> <ul style="list-style-type: none">  >  Settings > General > Network > Network Status <p>If the product is not connected to a network, connect it to a network. The upgrade stops if you already have the latest software version.</p>
<p>The product narrates the screen events in voice-over.</p>	<p>To turn off Voice Guide, move the focus from Accessibility Shortcuts to Voice Guide and then press the Select button. You can turn on or off Voice Guide. To run Accessibility Shortcuts, see the following:</p> <ul style="list-style-type: none"> Press and hold the Volume button on your Samsung Smart Remote. <ul style="list-style-type: none">  >  Settings > General > Accessibility > Voice Guide Settings > Voice Guide

Diagnosing product operational issues









You can diagnose issues with your product and Smart Hub and run reset functions.

 >  Settings > Support > Device Care > Self Diagnosis

You can use the Picture Test to help diagnose video issues and the Sound Test to diagnose sound issues. You can also view signal strength information for over-the-air digital signals, test the Smart Hub Internet connection, and run the Smart Hub and product factory reset functions.

- Picture Test
- Sound Test
- HDMI Troubleshooting

- Signal Information
- Smart Hub Connection Test
- Reset Smart Hub

The problem	Try this!
Cannot select Signal Information in Self Diagnosis.	<p>Verify that the current channel is a digital channel. Signal Information is only available for digital channels.</p> <ul style="list-style-type: none"> •  >  Settings > Support > Device Care > Self Diagnosis > Signal Information
Reset Smart Hub	<p>Resets all Smart Hub settings to their factory defaults and deletes all information related to Samsung accounts, linked service accounts, Smart Hub service agreements, and Smart Hub applications.</p> <ul style="list-style-type: none"> •  >  Settings > Support > Device Care > Self Diagnosis > Reset Smart Hub
Reset picture	<p>Resets current picture settings to the default settings.</p> <ul style="list-style-type: none"> •  >  Settings > Picture > Expert Settings > Reset Picture
Reset sound	<p>Resets current sound settings to the default settings.</p> <ul style="list-style-type: none"> •  >  Settings > Sound > Expert Settings > Reset Sound

Getting Support

Get help directly from Samsung if you have a problem with your product.

Getting support through Remote Management

 >  Settings > Support > Remote Management

After consenting to our service agreement, you can use Remote Management to access Remote Support and have a Samsung service technician diagnose your product, correct problems, and

update your product's software remotely via the web. You can also turn Remote Management on and off.



This function requires an Internet connection.

Finding the contact information for service



Settings



Support




About Monitor

You can view the address of the Samsung website, the call centre phone number, your product's model number, your product's software version, Open Source Licence and other information you may need to get service support from a Samsung call agent or the Samsung website.



You can also view information by scanning the QR code of your product.



You can also start this function by pressing and holding the  button for 5 or more seconds. Continue holding the button until the customer information pop-up window appears.

Q & A

Refer to the user manual for your PC or graphics card for further instructions on adjustment.

The problem	Try this!
<p>How can I change the frequency?</p>	<p>Set the frequency on your graphics card.</p> <ul style="list-style-type: none"> ● Windows 7: Go to Control Panel → Appearance and Personalization → Display → Screen Resolution → Advanced settings → Monitor, and adjust Screen Refresh Rate under Monitor settings. ● Windows 8(Windows 8.1): Go to Settings → Control Panel → Appearance and Personalization → Display → Screen Resolution → Advanced settings → Monitor, and adjust Refresh rate under Monitor settings. ● Windows 10: Go to Settings → System → Display → Advanced display settings → Display adapter properties → Monitor, and adjust Screen refresh rate under Monitor settings.
<p>How can I change the resolution?</p>	<ul style="list-style-type: none"> ● Windows 7: Go to Control Panel → Appearance and Personalization → Display → Screen Resolution → Adjust Resolution. ● Windows 8(Windows 8.1): Go to Settings → Control Panel → Appearance and Personalization → Display → Adjust Resolution, and adjust the resolution. ● Windows 10: Go to Settings → System → Display → Advanced display settings, and adjust the resolution.
<p>How do I set power-saving mode?</p>	<ul style="list-style-type: none"> ● Windows 7: Go to Control Panel → Appearance and Personalization → Personalization → Screen Saver Settings → Power options or BIOS SETUP on the PC. ● Windows 8(Windows 8.1): Go to Settings → Control Panel → Appearance and Personalization → Personalize → Screen Saver Settings → Power options or BIOS SETUP on the PC. ● Windows 10: Go to Settings → Personalization → Lock screen → Screen timeout settings → Power & sleep or BIOS SETUP on the PC.

Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.



